PANDA SECURITY

## Quick Start Guide

# Global Protection 2010

**Important!**
Please read the **Product activation** section of this guide carefully. The information it contains is essential to keep your computer protected.

Use of this product is subject to acceptance of the Panda Security End User License Agreement enclosed.

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The Web filtering technology included in this product belongs to Cobion.

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# UNINSTALLING OTHER PROGRAMS

**Important!**

If you have an antivirus installed, make sure that it is completely uninstalled before starting to install Panda Global Protection 2010.

Just follow these steps:

1. Click the Windows **Start** button and select **Control Panel**.
2. Double-click **Add or Remove programs** (**Programs** > **Programs and features** if you use Windows Vista).
3. Select the program that you want to uninstall and click **Remove** (**Uninstall or Change** if you use Windows Vista).
4. Follow the steps in the uninstallation wizard.

# INSTALLATION

Follow the steps below to ensure correct installation of the product.

Once you have followed the steps in this guide, your computer will be completely protected against viruses and other threats.

1. **Starting installation**: Insert the CD in your computer's CD or DVD drive. If you downloaded Panda Global Protection 2010 from the Internet, run the file and go to step 3.

2. The Panda Global Protection 2010 installation wizard is displayed. If your computer has AutoPlay enabled, go to Step 3.

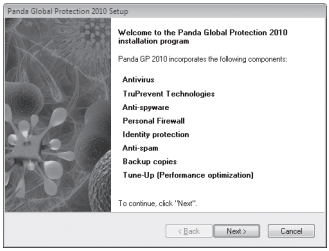
   If you are installing from a CD and your computer does not have AutoPlay enabled, installation will not start when you insert the CD. In this case, follow the steps below:

   2a. Double-click **My Computer** on your computer's Desktop (if you use Windows Vista, click the Windows **Start** button and then click **Computer**).
   2b. Right-click the CD or DVD drive you inserted the CD into.
   2c. Click **Explore**.
   2d. Double-click the **Install.exe** file to start the installation wizard.

3. Select the language in which you want to install the program. Click **OK**.

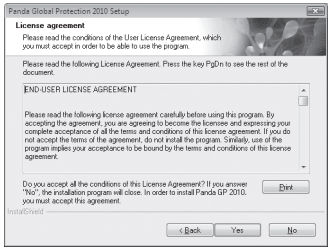
4. A welcome screen will appear indicating the Panda Global Protection 2010 components that will be installed.

   Click **Next**.



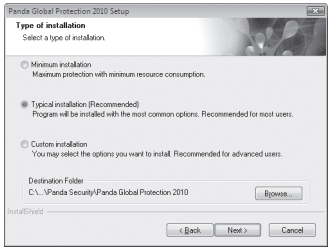
5. Now you will see the **License Agreement** screen.

   Click **Yes** to accept the terms of the agreement. If you click **No**, the installation process will not continue.


Panda Global Protection 2010 Setup
License agreement
Please read the conditions of the User License Agreement, which you must accept in order to be able to use the program.
Please read the following License Agreement. Press the key PgDn to see the rest of the document.
END-USER LICENSE AGREEMENT
Please read the following license agreement carefully before using this program. By accepting the agreement, you are agreeing to become the licensee and expressing your complete acceptance of all the terms and conditions of this license agreement. If you do not accept the terms of the agreement, do not install the program. Similarly, use of the program implies your acceptance to be bound by the terms and conditions of this license agreement.
Do you accept all the conditions of this License Agreement? If you answer "No", the installation program will close. In order to install Panda GP 2010. you must accept this agreement.
Print
InstallShield
< Back
Yes
No

6. Once you accept the license agreement, the following screen is displayed:

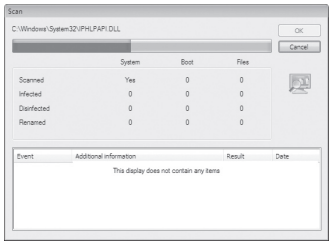
   Keep the **Typical installation** option selected to install the most usual components of Panda Global Protection 2010 and click **Next** to continue.


Panda Global Protection 2010 Setup
Type of installation
Select a type of installation.
Minimum installation
Maximum protection with minimum resource consumption.
Typical installation (Recommended)
Program will be installed with the most common options. Recommended for most users.
Custom installation
You may select the options you want to install. Recommended for advanced users.
Destination Folder
C:\...\Panda Security\Panda Global Protection 2010
Browse...
InstallShield
< Back
Next >
Cancel

**NOTE:**
This guide explains a typical installation of Panda Global Protection 2010. If you have more advanced knowledge and would like to select the protection modules to install, you can do this by selecting the option **Custom installation** during the installation process. The minimum installation is only recommended for computers with less than 256MB of RAM.

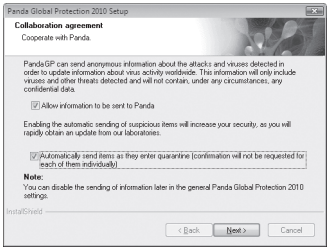
By default, only the most adequate protection for your computer's memory will be installed.

7. Panda Global Protection 2010 scans the memory to ensure the program is installed in a virus-free environment. When the scan is finished, the result is displayed.



Click **OK**. Panda Global Protection 2010 copies the files needed to install the firewall and the different types of protection against malicious software.

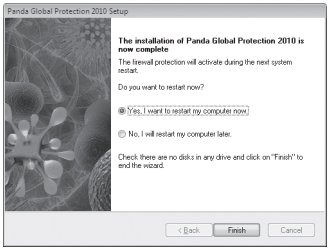
8. When the files have been copied to the computer, a collaboration agreement with Panda Security is displayed. If you want, you can allow anonymous sending of information about threats that Panda Global Protection 2010 detected on your computer, to help us keep our information up-to-date about the impact of viruses around the world.


Panda Global Protection 2010 Setup
Collaboration agreement
Cooperate with Panda.
PandaGP can send anonymous information about the attacks and viruses detected in order to update information about virus activity worldwide. This information will only include viruses and other threats detected and will not contain, under any circumstances, any confidential data.
Allow information to be sent to Panda
Enabling the automatic sending of suspicious items will increase your security, as you will rapidly obtain an update from our laboratories.
Automatically send items as they enter quarantine (confirmation will not be requested for each of them individually)
Note:
You can disable the sending of information later in the general Panda Global Protection 2010 settings.
InstallShield
< Back
Next >
Cancel

You are also advised to allow automatic sending of suspicious items to quarantine. This way, our laboratories will be able to provide you with a solution as quickly as possible.

Click **Next** to continue.

9. A window appears telling you that the installation is complete.


Panda Global Protection 2010 Setup
The installation of Panda Global Protection 2010 is now complete
The firewall protection will activate during the next system restart.
Do you want to restart now?
Yes, I want to restart my computer now.
No, I will restart my computer later.
Check there are no disks in any drive and click on "Finish" to end the wizard.
< Back
Finish
Cancel

We recommend that you restart your computer now in order to activate the firewall protection. Make sure that the option **Yes, I want to restart my computer now** is selected, take the CD out of the corresponding drive and click **Finish**.

**IMPORTANT NOTE**:
If you are installing the product from a CD, make sure to take the CD out of the corresponding drive before clicking **Finish**. Otherwise, your computer will not start from the hard disk but from the CD, as this also acts as a rescue disk. Refer to the Panda Global Protection 2010 Help for more information.

# PRODUCT ACTIVATION

It is essential to activate the product in order to benefit from the following services:

1. Daily automatic updates, as long as the product services have not expired.

2. Technical support and SOS Virus, the service that provides a rapid response to attacks from unknown viruses.

Follow the steps below to activate Panda Global Protection 2010:

1. Make sure you have to hand the **activation code** you received on buying the product. If you have a CD, you will find the code stuck in the inside of the CD case or on the CD envelope. If you bought the product on the Internet, you will have received the activation code via email.

2. Open the Panda Global Protection 2010 main screen by double-clicking the Panda Global Protection 2010 icon in the Windows *taskbar*.

3. In the top right corner of the Panda Global Protection 2010 window, click **Help** > **Activate the product**.

A simple wizard will then help you activate Panda Global Protection 2010. Just click **Next** and provide the details requested by the wizard.

**NOTE:**
You can also start this wizard from the pop-up warnings that appear reminding you to activate Panda Global Protection 2010.

If you can't remember your client details, go to the Password Reminder section of the Panda Security website:
*http://www.pandasecurity.com/homeusers/support/details/password/*.

The wizard will ask you for the data needed to complete the activation. The data required may vary from one case to another. In most cases however, the following data is required:

1. **Your email address**: Make sure you enter your email address correctly, otherwise you will not receive important information.

2. **Activation code**: This is the code that lets you activate the product. If you have bought the product in a store you will find this code attached to the product box or CD envelope. If you have bought it on the Internet, you will have received this code via email after completing the purchase.

3. **Client number**: You only need to enter this data if you are already a Panda Security client. This will allow you to extend your contracted service period.

**IMPORTANT NOTE**:
If you need to activate the product again or activate additional licenses, you'll have to enter the **activation code** and **client number** that we sent you by email when you first activated the product. Make sure you also include the same email address you used when first activating the product.

If you are not a registered client, the last step of the wizard will invite you to register and enjoy the following additional benefits:

- **Access to the clients' area**, where you can see your details.
- **Practical tips and tutorials**.
- **Special offers**.

# SELF-DIAGNOSIS AND SCANNING

Now it is time to carry out a self-diagnosis (an analysis of the program status), which will tell you the status of your computer's protection.

To do this:

1. Right-click on the Panda Global Protection 2010 icon in the *Taskbar* (next to the Windows clock).

2. In the menu that appears, click (with the main/left button) **Start self-diagnosis**. A pop-up warning will appear indicating the protection status of your computer, similar to this:

**NOTE:**
A high protection level notice indicates that your computer is adequately protected.

If the self-diagnosis warning indicates that the protection level is medium or low, there is the possibility that the program is not updated yet. Even though Panda Global Protection 2010 updates automatically while your PC is connected to the Internet, you can also update it easily whenever you want, by following these steps:

1. Right-click on the Panda Global Protection 2010 icon in the *Taskbar* (next to the Windows clock).

2. In the menu that appears, click **Update** to start the process.

**NOTE:**
Remember that, for the program to update, your computer must be connected to the Internet.

When the update is complete, you can perform a self-diagnosis to check that the protection level is correct.

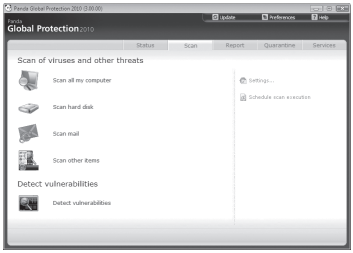
Now it is time to carry out an in-depth scan of your computer.

To do this:

1. Double-click the Panda Global Protection 2010 icon in the *Taskbar* (next to the Windows clock). The main program window will open.

2. Click **Scan**.

3. Click **Scan all My Computer**. The scan will start.




**Once you have carried out this scan, your computer will be protected and free from all malicious software as well as intrusions and other threats.**

# OVERVIEW

Panda Global Protection 2010 is a complete security tool offering integrated protection for your computer with a range of complementary functions.

If you double-click the Panda Global Protection 2010 icon in the *taskbar* (next to the Windows clock), you will see the main program screen.

Here you can see the status of each of the different protection functions.

Below you'll find a brief description of each of these functions. For more information on any of them, refer to the **Help** (see the **Help** section in this guide).

**Updates**
The automatic updates of Panda Global Protection 2010 are carried out every day. These updates involve the renewal of a file belonging to the program, the *Virus Signature File*, which allows the program to recognize all known viruses and threats and keep your computer protected against them.

Once the product has been activated, it will automatically update without you having to do a thing.

**Protection against known threats: viruses, Trojans, spyware...**
Panda Global Protection 2010 detects and eliminates all types of known malicious software that could reach or leave your computer through any means (email, Internet downloads, file sharing, etc.).

**Protection against unknown threats**
Thanks to the innovative **TruPrevent Technologies**, Panda Global Protection 2010 detects and blocks suspicious threats whose features have not yet been completely determined.

**Firewall protection**
The personal firewall blocks unauthorized access to your computer while you are connected to the Internet or a local network. When a program on your computer tries to access the Internet (or vice versa) without authorization, Panda Global Protection 2010 will warn you about this and offer you the option to allow or deny this action.

**Identity protection**
With Panda Global Protection 2010 you are protected against the most common Internet fraud: redirecting of phone connections to premium-rate numbers, unauthorized transmission of confidential information, and access to Web pages controlled by fraudsters.

**Anti-spam filter**
This keeps you protected from junk emails or spam, which normally contain advertising.

**Web content filtering**
This allows the computer supervisor to prevent other computer users from viewing inappropriate content (violence, pornography, etc.) on the Internet.

**Protection against vulnerabilities**
Protects you against security flaws that could make your computer easy prey to all types of malicious software and hackers. Now you can fix vulnerabilities detected in your computer, giving you even greater security.

**Performance optimization**
This feature improves computer performance, allowing you to clean up unnecessary items and defrag the hard disk easily.

**Backup copies**
Backup copies let you safeguard your files (documents, photos, video, music, etc.) in the event of accidental loss. You can back up files easily on an external drive, DVD or even online. This way, you can retrieve files when necessary.

**Help**
You can find the **Help** option in the top-right corner of the product's main screen. Clicking it, and then **Panda GP 2010 Help**, will take you to an extensive and detailed help about all aspects of the program.

**Global sites**
Access local Panda Security websites with information for each country at *www.pandasecurity.com/homeusers/media/globalsites/*.

# FAQ – FREQUENTLY ASKED QUESTIONS

**What is the activation code?**
When you buy Panda Global Protection 2010, you receive a code which lets you activate the product so that you can keep it up-to-date and protect your computer against the threats that appear every day.

**Where can I find the activation code?**
This will depend on whether you have a CD or if you have bought the product directly from the Internet:

- If you have a CD, you will find the code stuck in the inside of the CD case or on the CD envelope.

- If you have bought the product on the Internet, you will have received the activation code by email after buying the product.

This code lets you activate Panda Global Protection 2010 using a simple wizard. Refer to the **Product Activation** section of this guide for more information.

**NOTE:**
If you can't remember your client details, go to the Password Reminder section of the Panda Security website:
*http://www.pandasecurity.com/homeusers/support/details/password/*.

**How can I activate licenses on several computers?**
If your product has several licenses, you can install it on as many computers as licenses you have contracted.

In this case, **you must activate the product on each of the computers on which you have installed it**. To activate the licenses in additional computers, you'll need the details we sent you via email when you first activated the product: your client number and activation code.

In addition to this information, in this wizard you will have to enter the same email address you used when first activating the product.

Once activated, Panda Global Protection 2010 can update itself and will therefore protect your computers against the threats that appear every day. For more information, refer to the **Product Activation** section of this guide.

**IMPORTANT NOTE:**
Remember that although you must activate the product on each of the computers on which it is installed, optional registration is only carried out once.

**How can I reinstall the program if I've formatted my hard disk or changed my computer?**
If you have formatted your computer, changed to a new one or need to reinstall Panda Global Protection 2010 for any other reason, you can use the installation CD or download the latest version from our website.

- Download the latest version:
  *http://www.pandasecurity.com/homeusers/downloads/clients/*

- Can't remember your login details? Go to the Password Reminder:
  *http://www.pandasecurity.com/homeusers/support/details/password/*

**NOTE:**
Remember that to download the latest version of the product you must have registered as a Panda Security client.

Once you are in the client download area, follow these instructions:

1. Click **Download**.
2. Enter the user name and password provided and click **Enter**.
3. In the **Downloads available for...** section, click the **Software** folder.
4. When you open this folder, you will see the files corresponding to your product. Click on the master (complete program) for your computer's operating system.
5. Save the file to your hard disk. We recommend you create a folder on your C: drive called 'Panda' for example, and select this location to download the file.
6. Once the download is complete, go to the folder you have saved the file to and double-click it to begin the installation.

**Do I have to uninstall Panda Global Protection 2010 before installing a new version?**
If you want to install a new version of the antivirus or a different product, you must first uninstall Panda Global Protection 2010.

**Can I install Panda Global Protection 2010 if I already have another antivirus installed?**
If you have another IT security solution installed, either from Panda Security or any other company, it will be necessary to completely uninstall it before installing Panda Global Protection 2010. This is due to the fact that there can be conflicts between the automatic protection of different security solutions.

**When do my product services expire?**
Once you have activated the product services, you can see the date when they expire in the **Updates** panel in the main program window.

When your license is about to expire, Panda Global Protection 2010 will notify you through pop-up warnings through which you can renew the product.

**How can I renew my product services?**
When your service contract period is about to expire, you can renew it simply from our website: *https://shop.pandasoftware.com/renewals/*.

You can also do this through your usual retailer. In this case, after installing the new version of the product, you must specify that you want to extend the service duration in the activation wizard. You will have to enter your client number in the wizard.

# TECHNICAL SUPPORT SERVICE

Visit the Online Support Center where you will find up-to-the-minute information about the product: *http://www.pandasecurity.com/homeusers/support*.

If you have not found the answer to your question on the website, our technicians are on hand to help you. Send an email to *globalp.techsupport.usa@pandasecurity.com*, and we will reply with an answer as soon as possible.

**IMPORTANT NOTE:**
If you need to contact tech support outside the USA, you'll find the email address and the phone number at: *www.pandasecurity.com/about/contact/*.

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